



USAID/CAMBODIA DEVELOPMENT INNOVATIONS PROJECT

**ANNUAL REPORT OCTOBER 1, 2015 – SEPTEMBER 30,
2016**

**(INCLUDING QUARTERLY PROGRESS REPORT: JULY 1,
2016 – SEPTEMBER 30, 2016)**

OCTOBER 31, 2016

This publication was produced for review by the United States Agency for International Development. It was prepared by DAI.

USAID/CAMBODIA

DEVELOPMENT

INNOVATIONS PROJECT

ANNUAL REPORT OCTOBER 1, 2015 – SEPTEMBER 30, 2016

**WITH QUARTERLY PROGRESS REPORT FOR JULY 1, 2016 –
SEPTEMBER 30, 2016**

Program Title:	USAID/Cambodia Development Innovations
Sponsoring USAID Office:	USAID/Cambodia
Cooperative Agree. Number:	AID-442-A-13-00003
Contractor:	DAI
Date of Publication:	October 31, 2016
Author:	DAI

**** Please note the change of the project name in the cooperative agreement from Social Innovation Lab Kampuchea to Development Innovations.**

The authors' views expressed in this publication do not necessarily reflect the views of the United States Agency for International Development or the United States Government.

CONTENTS

CONTENTS.....	v
ABBREVIATIONS	vi
EXECUTIVE SUMMARY	7
Quarter 4 (Q4).....	7
Year 3 (Y3)	8
1.0 INTRODUCTION	9
1.1 Objectives and Key Results.....	9
1.2 Overview of Q4 Quarterly Report and Year 3 Annual Report	10
2.0 KEY ACTIVITIES FOR THE QUARTER.....	10
2.1 Staffing.....	10
2.2 Finance and Administration	11
2.3 Budget and Contract	11
2.4 Summary of Project Activities	12
2.4.1 Objective 1. Development Innovations PARTNER FOR SOLUTIONS —	12
2.4.2 Objective 2. Development Innovations LEARN —	16
2.4.3 Cross Cutting Themes	18
3.0 HIGHLIGHTS FOR NEXT QUARTERS’ ACTIVITIES AND CHALLENGES	20
3.1 Activities Planned for Next Quarter	20
3.2 Challenges	21
4.0 YEAR THREE PROJECT ACTIVITIES	21
4.1 Summary of Project Activities	21
4.1.1 Objective 1. Development Innovations PARTNER FOR SOLUTIONS —	22
4.1.2 Objective 2. Development Innovations TECH —	27
4.1.3 Objective 3. Development Innovations LEARN —	30
4.1.4 Cross Cutting Themes	34
5.0 DEVELOPMENT INNOVATIONS MEP	38
5.1 MEP Revision Memo	38
5.2 Revised MEP Structure.....	39
5.3 MEP: Q4 Result Analysis.....	40
5.4 MEP Progress Data Update: July 1st – September 30th, 2016	41

ABBREVIATIONS

BPO	Buddhism for Peace Organization
CCC	Cooperation Committee for Cambodia
CCHR	Cambodian Center for Human Rights
CCIM	Cambodian Center for Independent Media
CIF	Children in Families
CKCC	Cambodia-Korea Cooperation Center
COP	Chief of Party
CSO	Civil Society Organization
DAI	Development Alternatives Inc. now known as DAI Global, LLC
DI	Development Innovations
ICT	Information and Communication Technology
ICT4D	Information and Communication Technology for Development
IHPP	Impact Hub Phnom Penh
MEDIA ONE	Media for Education and Development in Action
MEP	Monitoring and Evaluation Plan
M&E	Monitoring and Evaluation
MOEYS	Ministry of Education, Youth and Sport
NGO	Non-governmental Organization
NIPTICT	National Institute of Posts, Telecommunications and Information Communication Technology
NPS	Net Promotor Score
OI	Open Institute
Q&A	Question and Answer
RFA	Request For Application
TAF	The Asia Foundation
TEST	Technology for Education Systems Transformation
TOT	Training of Trainer
TSP	Technology and Service Providers
YCUD	Youth Coalition for Development
USAID	United States Agency for International Development
USG	United States Government

EXECUTIVE SUMMARY

DAI is pleased to present the annual report for the Cambodia Development Innovations project, Cooperative Agreement number AID-442 A-13-00003, covering the period from October 1, 2015 to September 30, 2016. This report also includes the quarterly report for July 1 to September 30, 2016, per the requirements of the Cooperative Agreement. The Development Innovations project is funded by USAID and implemented by DAI. This report presents program highlights, project activities, and challenges faced during the current reporting period, in addition with summary of project activities for the whole Y3.

The project was designed to enable innovation by building the capacity of civil society organizations to design and implement information and communications technology (ICT)-enabled interventions and foster a community of innovators through grants, networking, events and a shared innovation lab. As the project refined its approach in 2015 and 2016, DI defines itself as a project that helps civil society organizations, social enterprises and technology companies design and use ICT solutions to address Cambodia's development challenges.

DI has built the project to reflect the tech sector itself, and that requires constant revision and optimization based on changing circumstances and demand. In December 2015, DI submitted an extension request for two additional years. The extension request was approved in the last quarter and DI has started implementing its activities based on the approved extension proposal from this reporting quarter on. In the final two years, DI will focus on:

- Advisory services and tech coaching
- Fee-based ICT services and training
- Grants and Partnerships Fund
- Building capacity of Cambodia-based partners to deliver sustainable ICT services

QUARTER 4 (Q4)

DI achieved successes in all key project areas during the Q4 of 2016. The Y4 workplan was approved and DI started implementation against the new plan. In Q4, DI successfully closed out all 23 ICT projects and started another phase with a grants call. After wide dissemination of the grant call announcement together with the Q&A session organized at DI, 80 proposals were submitted to DI by both CSOs and private sector companies, and also a few social enterprises. All proposals were reviewed and scored, and 10 proposals were shortlisted. As of this reporting, DI is working with these applicants on final negotiation and revision. In addition, the partnership with the IHPP Incubator project started and the project received 48 applications for the 9-month social enterprise incubator program. Through the review of written applications and a panel interview, 11 applications (teams) were selected to join the program.

In term of advisory services, DI has added social media advisory service based on the demand for information about managing social media sites and campaigns on previous projects. DI continues to offer ICT4D and video advisory sessions through two other Cambodian advisors. During the quarter, DI managed 58 consultation sessions for 54 clients (20 CSOs, 19 private companies and 15 individuals). DI also completely renovated and relaunched its Development Innovations Lab, and attracted more than 120 visitors from CSOs, private companies and other donor organizations. The launch event was designed to help people experience the services, see some of the tools that have been built in the past and are currently under development in Cambodia, and better understand how they can sign up for both free and fee-based services.

Video continues to be in high demand, and DI continued to build basic video production capacity. Three basic video training sessions were conducted for 22 participants, which were mostly CSO staff members. In total, 11 short videos were produced and disseminated on social media for education and awareness raising purposes on key issues for each trainee.

Moreover, DI continued to manage private sector relationships to get support and sponsorship for its program. Significant achievements include; DI received support for monthly internet package of 8 Mbs from EZECOM for the period of two years, and received a total of \$4,000 sponsorship value from Digital Media Innovations (DMI) and Smart Axiata for the Technovation Program 2017.

YEAR 3 (Y3)

Over this Y3 period as a whole, DI realized tangible successes in term of building CSO and other stakeholders capacity to develop and use technology for their development programming. DI also used its platform to raise awareness about how technology tools can benefit civil society (and Cambodian society at large) through funding, consulting, training and organizing community events.

DI successfully closed out the 5D Lab and most of the members transitioned to other working spaces. The lab was renovated and relaunched to focus on training, advisory, coaching, user testing services, instead of co-working space. DI's advisory services expanded by adding video and social media advisory services based on increasing clients' demand. Throughout Y3, a total of 104 consultation sessions were conducted to discuss and sharpen ideas for clients on their tech, video, social media and other tech related research projects. Client satisfaction is vital to DI's success, and as of September 2016, 85% of clients (video training + advisory consultations) surveyed indicated they were highly satisfied and they would recommend our services to others.

Related to grant funding, DI successfully managed and closed out all 23 ICT projects with all grantees from Y1-Y3. ***The ICT solutions developed and implemented under this grant fund supported the development of 45 ICT solutions and were estimated to reach more than half a million beneficiaries.*** DI started another phase of grants and received 80 proposals and among them, 10 proposals were shortlisted at the end of the reporting period. DI hopes to have its new grant fund projects start in the first quarter

of Y4, and will continue to work with previous grantees to expand, trouble-shoot and provide technical advice based on grantee demand.

DI also sponsored and co-organized three main events, including Innovation Camp (iCamp), Hackathons (one of the ICT challenge sessions in the 1st Inno-Tech Festival) and Startup Weekend, to provide opportunities for CSO staff members, youth and other potential entrepreneurs to form groups and prototype tech solutions to address development challenges that they identified. DI also supported Technovation 2016, building the capacity of 50 young girls from 12 schools on business plan development, computer coding, and app-building and pitching. From this, 14 mobile app prototypes were developed, four of which were chosen as global semi-finalists. This hands-on support to help people engage with technology has been a key component to helping people bridge the digital gap and connecting them to new technologies for use in their daily life and their work.

Moreover, DI conducted several types of trainings targeting CSO staff members on tech related topics. In total, 186 people who are CSO staff members and some other clients from private companies attended these trainings and they learned about the maker approach, how to use digital tools for data collection, how to develop social media and communications strategies, how to manage social media more effectively, and how to communicate their message more effectively through video to their target audiences.

Related to community events, DI co-organized five BarCamp events and the 1st Inno-Tech Festival. The events attracted a total of approximately 6,000 participants to increase exposure to tech tools and to gain tech related knowledge and business ideas from industry experts. Both BarCamp and the Inno-Tech Festival have gained popularity among tech companies, youths and universities; and they are likely to be sustained after DI's initial investment, or subsumed into other tech events. BarCamp has managed to attract the needed funding for the largest BarCamp to date without any DI involvement, BarCamp ASEAN, scheduled for November 2016. Our experience showed us that once an event is trusted by the community to add tangible value, many private companies are interested in funding the activities. Local community groups and universities also expressed their willingness to provide a place for managing these tech events in the future.

1.0 INTRODUCTION

1.1 OBJECTIVES AND KEY RESULTS

Development Innovations works to capitalize on advancements in Cambodia's growing technology sector in Cambodia and aims to connect civil society to new technologies, opportunities and learnings to increase the scale, efficiency and impact of civil society's work.

As part of the commitment to creating more sustainable ICT solutions and enabling innovation in Cambodia, Development Innovations works toward the two refined objectives for Year 4 and 5 of the project. These objectives include:

- **PARTNER FOR SOLUTIONS** — Innovation and ICT solutions facilitated through collaboration between CSOs, techies and private sector.
- **LEARN** — CSOs have an expanded understanding of what is possible with ICT and have the capacity, tools, and incentives to implement it.

1.2 OVERVIEW OF Q4 QUARTERLY REPORT AND YEAR 3 ANNUAL REPORT

This report covers activities from July 1 to September 30, 2016. Following this overview section (Section 1), later sections cover operational and technical activities for the quarter, an overview of the key activities planned for the next quarter and an overview of key operational and technical activities for Y3.

Section 2 describes key operational and technical activities during the quarter as reported against Y3 and Y4 workplans.

Section 3 provides an overview of key events and activities planned for the next quarter and challenges identified during the reporting period.

Section 4 describes key technical activities implemented and achieved in Y3.

Section 5 provides an annex with the updated MEP Performance Monitoring Plan covering the reporting quarter and cumulative progress for the life of the project.

2.0 KEY ACTIVITIES FOR THE QUARTER

2.1 STAFFING

During Q4, due to the refined focus on advisory services, investing in local partners to provide ICT service packages and connecting CSOs to resources and funding, DI restructured staff to address technical needs and fill gaps. Details on staffing changes are below:

- Ms. Sotheavy AT, Video Consultant, has been contracted as DI's staff for the position of Video Advisor to meet the increasing demand for video advisory service, video training and to provide hands on training and capacity building to CCC to sustain the video advisory and training package. She also oversees the fee-based video production training service.

- Mr. Mesa LANG, Social Media Advisor, has been hired to provide social media advisory services, and to develop training curriculum, and to facilitate social media training for CSO clients and other interested groups.
- Mr. Lydet PIDOR, M&E Assistant, shifted his role to a new position as an ICT Learning Officer since 1st July 2016. He is part of the Monitoring, Evaluation and Learning team and in charge of the organization's learning program. In this new role, Lydet helps to formulate strategies for training, learning and development, and disseminates knowledge about ICT solutions and civil society engagement in tech. He also coordinates the Technovation program.
- Mr. Vannank ENG, the IT and Event Coordinator, resigned mid-2016. This position was offered to Mr. Samnang OUNG, a Training and Events Manager, after analysis of skills needed and IT skill testing. Samnang now holds the position of IT Manager, and oversees the internal IT needs of the project as well as the website. When appropriate, DI prioritizes internal hiring and promotion for exceptional candidates and believes internal hiring shows staff members they are valued, and there is room for growth within the organization.
- Mr. Chantra BE, Events and Networking Manager, and Development Innovations agreed not to continue his employment contract after the end of the year term based on DI's refined approach to move away from community events. This position was removed from DI's staff structure.
- Elisa CHOI, Project Associate from the Home Office, came to Development Innovations to provide technical support on operations and grants from July 3rd to August 5th, while Kate Heuisler, Chief of Party, was on annual leave.

2.2 FINANCE AND ADMINISTRATION

All financial and administrative systems are currently operational. Minor modifications to the TAMIS information management system continue to be made to improve collection of data, management of grants, financial data, and procurement functions.

2.3 BUDGET AND CONTRACT

The project budget was managed based on its current obligated funding of \$10,049,870, and the project received a two year extension that increased the total project budget. In the cooperative agreement budget, DAI made a \$45,000 cost share commitment as a part of the initial Cooperative Agreement, and increased this to a total of \$71,244 over five years in the extension budget. As of the end of this quarter, DI has exceeded the cost-share by 95% and secured a total of \$138,658.47 in cost-share contributions, a combination of in-kind contributions of goods and services that support the Lab and other tech-related activities, grantee cost sharing funds on grant activities, and income from rental space and video training. Even though we have exceeded our required cost share amount, the project is working to secure additional cost share in the next quarter through increased commitments from the private sector and revenue from fee-based services and trainings.

2.4 SUMMARY OF PROJECT ACTIVITIES

Key activities of the project are described below under the Objectives and Results to which they relate in the project work plan.

2.4.1 Objective 1. *Development Innovations PARTNER FOR SOLUTIONS* —

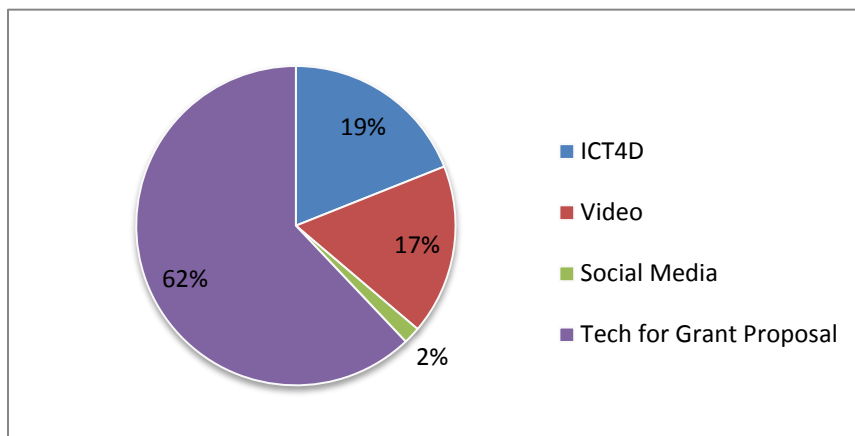
Innovation and ICT solutions facilitated through collaboration between CSOs, techies and private sector.

Result 1.1: Demand-based ICT4D Advisory Services will be provided to CSOs and TSPs to address their needs through direct service provision, referrals and collaboration with other ICT4D stakeholders.

1.1.1.a. Market and provide client-focused services for NGOs, businesses and the development community

DI's Advisory Team continued providing consultations in three main areas – Tech, Video and Social Media. In Q4, there were a total of 58 consultation sessions offered to 54 clients, including 20 CSOs, 19 private companies and 15 individuals. The majority of the clients came for the service in August, when they need tech advice to prepare proposals for DI grant fund. 38 consultation sessions were conducted during this month.

Figure 1: Advisory Sessions Breakdown by Topic (n=58)



DI also continued conducting a small on-site survey by using the one-question Net Promoter Score (NPS) survey method. It is used to assess how likely the clients would further recommend this ICT advisory/consultation service to their friend or colleague. The results from this survey in September 2016, which was completed by 34 clients, show that 91% of the clients are highly satisfied with the service and they are likely to recommend it further to their friend or colleague.

In addition, DI conducted three video training sessions for 22 participants who are CSO staff members, private company staff and students. These trainings aimed to enhance trainees capability to amplify their message in a compelling way to mass audiences by story video telling, which can also help to address some of Cambodia's development

challenges. 11 short videos were produced by trainees and most were disseminated through social media (Facebook and YouTube) for audience view, and a few videos were developed for internal organizational use only.

1.1.1.b Provide access to technology required to support ICT4D

As part of its hands-on support in the Lab, DI also provides access to technology (equipment, software and other tools identified through program activities and demand research). The hands-on space in the Lab provides DI's partners access to tools and technology to learn, test, and refine their ideas. The Lab features a user testing lab where DI advisors work with partners to design, test, and refine their ideas. The Lab also has a mobile device center where tools previously developed with DI grant funds or DI technical support. It is hoped this will help expose more NGOs and clients to what is possible with technology, and help them see some of what is already done so they do not duplicate existing models. For example, DI showcased Tep Macha (which can be translated as Fish God in English), a flood early warning device that uses sensors to monitor the flood/river level and send warning alerts to villagers. This device is a joint project between NGO People In Need, DI, and the DAI Maker Lab and was very popular at the launch event.

While DI believes ICT solutions are only as helpful as the information that is sent through them, creating effective content is still a challenge for many organizations, especially with shrinking operational budgets. Within the Media Lab section of the Lab, DI provides access to equipment and trainings for CSOs and youth to create video, audio and other content. This can directly support efforts by CSOs to use ICT solutions effectively in a number of ways: by identifying appropriate technology solutions, creating content that drives behavior change, by telling their story better, by providing messaging that resonates with targeted beneficiaries to increase popularity and scale, and by improving their advocacy efforts. During this quarter, DI lent cameras and other supporting accessories to three student clients and NGO staff to produce videos following their video training.

1.1.2. Build sustainable local capacity to deliver advisory services.

The advisory service team now consists of four Cambodian team members plus an expat Innovation Program Manager. Three advisors are specialized in their respective area – tech, video and social media, and one is an advisory assistant. After initial on-the-job training, the three Advisors are now capable to independently conduct advisory service consultations on their own. All advisory consultations are now offered by local staffs who are capable of delivery both in Khmer and English language. This is important to make sure DI's services are accessible by NGOs advanced levels of English capacity.

Starting in August 2016, the Social Media Advisor began conducting consultation sessions to help CSO partners and private companies with their social media campaigns and to better understand their needs and challenges using the platform for communication and advocacy. Currently, he is working on designing the curriculum for Basic Social Media training focusing on topics most needed by CSOs and will begin the training in November 2016. Similar to the Basic Video Training, the Basic Social Media

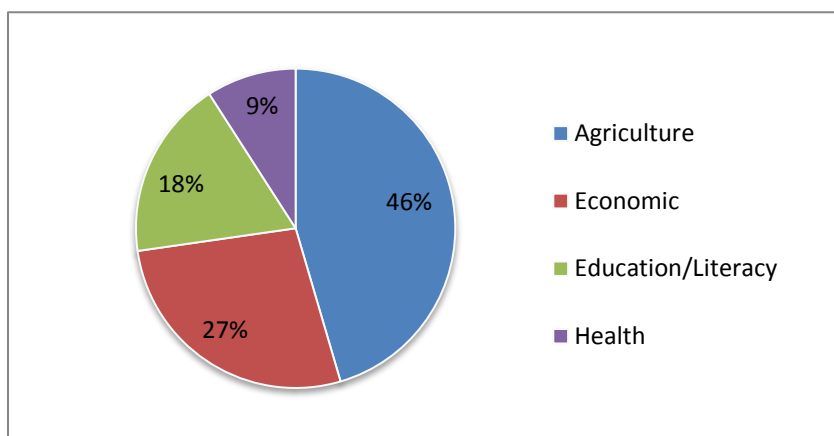
Training fills a gap in the market and will have some offerings that are free, and then fee-based.

1.1.3. Invest in an incubator for development-focused ICT products & services

To address the needs of many young social entrepreneurs and some informal actors in civil society, DI partnered with Impact Hub Phnom Penh to design and implement a business incubator project to create a sustainable, replicable and scalable incubator program. This entrepreneurship program identifies and selects outstanding impact entrepreneurs and assists them in transforming their ICT-based business ideas tackling pressing social needs into sustainable ventures. In Impact Hub's experience working with social entrepreneurs in Cambodia since 2011, many entrepreneurs identified the need for formal and longer term business and tech support to help them transform their ideas and concepts into sustainable ventures. The one year grant was approved in Q4 and immediately started implementation.

During Q4, Impact Hub received 48 applications, from a variety of sectors and organizations for their 9-month social enterprise incubator program. Applications were scored and selected based on the written application, a panel interview, and rated on investability by a local investment firm. From the 48 applications, 11 teams were invited to join the incubator program, which will then reduce down to five final teams in January 2017. DI observed a large number of agriculture applications, and the selected teams are balanced across the applicants sectors and all are working on unique problems. Most notably, although this was not a part of the selection criteria, seven of the teams are female-led including an all women development team that built an application to help connect young women to safe housing options in Phnom Penh.

Figure 2: Sectoral break down of the 11 teams

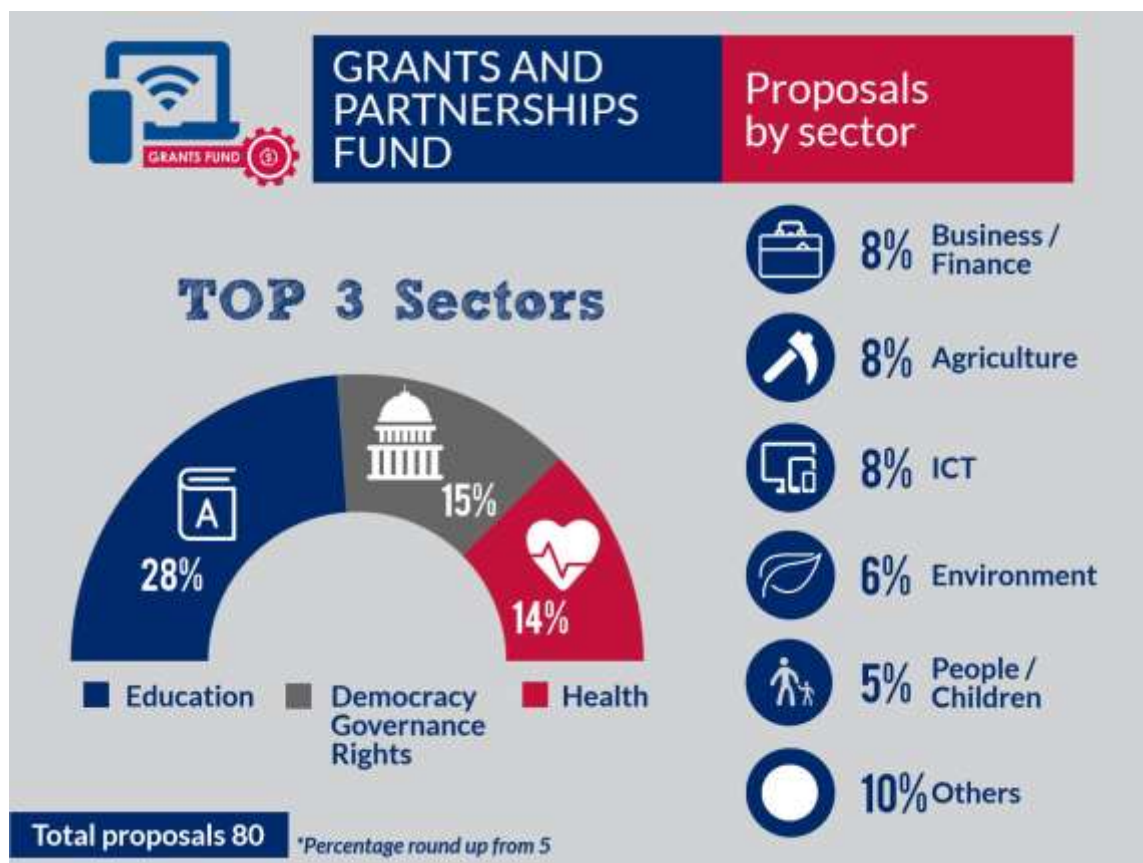


1.1.4. Continue making awards from the Development Innovations Grants and Partnerships Fund

During Q4, DI successfully closed out the previous 23 ICT projects, and started another phase of grants. Following broad dissemination of grant call information through its social media platforms, CSO network and a Q&A session, DI received a total of 80 grant proposal applications from both CSOs (59%) and private sector companies (39%). All the proposals were reviewed and scored by DI's grant committees, ten were short-listed and are going through final revisions with the technical and grant teams before being

pitched to USAID. The ICT projects proposed for DI's grant fund aim to address particular issues/problems in different sectors, and the majority of the applications were in education, democracy and governance, and health. Most of the grant applicants proposed to develop Mobile Apps (41%) and Websites (20%), although the technical team has worked with partners to revise some of the short listed projects to focus on new or different technologies based on the problem they address and the current market. It is still clear from the proposals received that CSOs and companies often default to proposing a mobile application to address many of their problems, even if they have no data or reason to use this particular technology and cannot sustain it after the initial investment. It is also clear that although the grants call offered people the option of funding just one section of their activity – like the user testing phase – most wanted to submit an application for funding the whole technology. DI will work to address this on any future grants calls.

Figure 3: Grant Proposal Applicants by Working Sectors



1.1.5. Develop a broad-based consortium to promote conservation and improved governance to reduce the threat of deforestation

In Q4, DI continued to monitor the Lokta Prey Lang activity following the grant period, results of which were included in the last quarterly report. Media One is still interested in engaging with this project and continuing to run the page, and we worked with them to

look at the longer term sustainability outside of our grant funds. Media One is going to look for additional donors, and after four months, if there is no partner provide funding for this project, Media One agreed to hand over this page to local youth network or community group. Meanwhile, DI is reconsidering how it should engage in biodiversity in Y4, especially in anticipation of USAID's larger investment in biodiversity played for FY 2017.

Result 1.2 Private sector partnerships will be established to support Development Innovations engagement, infrastructure, sustainability and regional and global linkages.

1.2.1. Establish and manage key private sector partnerships

DI brokered a partnership with EZECOM for internet sponsorship for the new Lab, with EZECOM sponsoring a monthly internet package of 8 Mbs dedicated line for a period of two years, starting from September 2016 through August 2018. In addition, DI has secured sponsorship from DMI (Digital Mobile Innovation) and Smart Axiata for the Technovation 2017 Program for a total of \$4,000. In the next quarter, DI will finalize the grants designed and pitch key ICT projects to potential partners for co-funding.

2.4.2 Objective 2. Development Innovations LEARN — CSOs have an expanded understanding of what's possible with ICT and have the capacity, partners, tools, and incentives to implement.

Result 2.1: CSOs have increased capacity (knowledge, skills and access to technology) to design and implement effective ICT Solutions that support development objectives.

Sub-Objective 2.1: Invest in local partners to develop sustainable training & service offerings.

2.1.1. Invest in design and delivery of training that can be offered at a CSO price point

During Q4, DI worked with CCC to finalize their partnership design and grant concept. DI believes successful partnerships involve management teams and key points of contacts who understand the objectives, target areas of cooperation, and roles to yield positive results. DI had held one day session for both sides to understand the partnership, connect, and set tangible targets and objectives for the two year partnership. Points of contacts were defined for day-to-day contacts and the management teams agreed to continue to meet up on a quarterly basis to coordinate. While waiting for the approval from USAID on the grant proposal, DI worked to create the CCC staff collocation plan to ensure key CCC members learn how to conduct video trainings, manage clients, promote events, manage fee intake, and manage human resources.

Sub-Objective 2.2: Capture learning & share lessons

2.2.1. Capture, share and catalog good practices and learning

DI has a number of different communication channels, including the website, Facebook page, YouTube, Twitter and monthly newsletter, through which it shares and catalogs project activities and key wins, good practices and lessons learned from programmatic activities and partnerships, and community events and trainings. In Q4, DI captured and shared nine good practices and learning stories as snapshot/success story and blog formats, and many other tech stories on its Facebook Page, YouTube, and newsletter. , Each was estimated to reach an average of 3,500 audience members in their respective category, with the video posts attracting the largest engagement. These snapshots/success stories and blogs are detailed below: (Ctrl + Click to follow link):

Four Snapshots / Success Stories:

- [Think Global, Make Local and 3D Printing Propels Young Cambodians into the Future](#)
- [Cambodian Start Up That Centralizes Bus Booking Makes Traveling Easier](#)
- [Web Platform Enabling and Connecting Social Enterprises in Cambodia](#)
- [Crowdfunding Platform Boosts Shrinking Budgets for Civic Projects](#)

Five Blog Posts:

- [Information, Communication and Technology for Agriculture](#)
- [How BarCamp Cambodia Mobilized 21,000 Tech Fans](#)
- [Tech @ My Desk: Our Video Advisor's Daily Tools](#)
- [First Cambodian Technovation Mentor Goes to Global Pitch in Silicon Valley](#)
- [Why We are Relaunching our Innovation Lab](#)

DI is planning to host an ICT learning event series in Y4 to increase the awareness of CSOs and Cambodian youths about ICT tools to address social development challenges in Cambodia. The strategy is under development. Events with focus on highlighting the local partners and service providers and currently include:

- Crowdfunding & Social Development
- Secure & Digital Storage for Massive Documents
- Mobile App & Online Business
- ICT & Digital Child Care Case Management
- Online Debate & Using Social Media to Max
- How Websites Improve your Audiences' Understanding

2.2.2. Actively manage, refresh and maintain adaptive communication strategy

Following the communications review finalized in early 2016, the project continuously implements the plan's recommendations for DI's website, social media and general communications. The goal of the strategy is to capture, share and catalog good practices and learning of its grantees, partners and within the organization itself. This past year, the communications team at Development Innovations learned that it needs to develop and deliver its communication products within a reasonable time in order to harness the momentum of events, product launches and other important target activities. DI needs to move quickly to tell the stories and stay relevant.

Responding to these lessons learned, DI continued to carry out following activities to deliver its communication materials to larger audiences. These include:

- Managed website to clearly communicates Development Innovations objectives, activities and accomplishments, as well as funding and procurement opportunities;
- Published regular success stories or snapshots highlighting project activities and promoting partner successes (both NGOs and TSPs);
- Managed an engaging social media presence that focuses on project achievements, content from the Cambodian ICT4D community and ICT4D articles, blogs and research from around the world;
- Shared good content and engaged with tech communities and partners to increase their outreach and promote their work;
- Provided consultation and training to its partners to get better results on the use of social media;
- Worked closely with advisory team to implement marketing strategy to increase the use of advisory services.

2.2.3. Identify key ICT research needs and fund evidence-based surveys to help civil society and the tech community better serve users and the Cambodia population they target.

- ***ICT Donor Mapping Survey.*** DI is currently working with CCC to conduct the ICT Donor Mapping Research to find out what potential donors or development partners are providing or interested in funding in ICT4D. The research will be undertaken by DI and CCC to interview with local donors, and conduct desk review for international donors serving Cambodia from outside the country. In this Q4, DI worked with CCC to develop the scope of work, tools and timeline for this research. Data collection is expected to start in the next quarter.
- ***Mobile Phone & Internet Use Survey 2016.*** In cooperation with The Asia Foundation, DI continues to support OI's research, this time funding the "Mobile Phones and Internet 2016." The 2016 survey is expected to provide more data on user trends and common practices with additional questions e.g. how do Cambodians finance their mobile device, access to finance, make mobile payments, and what social media apps do they use? The fieldwork for the survey is scheduled to take place in October and the results and final report will be released in December 2016.

2.4.3 Cross Cutting Themes

Cross-cutting Theme: Inclusive Tech Engaging more Cambodians

Result CT1.1. Project activities are inclusive of both men and women and accessible to more Cambodians.

CT1.1.a. Engage in practical community tech events.

There continues to be a major boom in tech-related and community events around innovation, ICT and social enterprise development across Phnom Penh. DI actively promotes these events for other partners, and strategically supports practical activities

that create prototypes or practical ICT solutions and help bring communities together to have a better understand of ICT and technology. See more information about some of the innovation and tech support spaces on this community map developed through the Inno-Tech Festival earlier this year. In Q4, DI team members joined the Tech Camp Cambodia Program H2.O to Support Healthy Waterway in Lower Mekong, and referred many partners from the NGO and tech communities to the organizers. TechCamp is a U.S. Department of State initiative that aims to connect community leaders to local and international technology experts and trainers to help participants communicate effectively with their own network and community.

Result CT1.2. Women and girls in tech are highlighted, celebrated and encouraged.

CT1.2.a Support female empowerment and engagement in tech initiatives.

- **TECHNOVATION.** Building on the success of the Technovation Program 2016, DI plans to host another phase of Technovation 2017 to provide opportunity to more Cambodian girls to engage in tech programming. The training program is scheduled to start in December 2017 and the National Pitch Event is expected to be held in May 2017. During this quarter, DI focused on recruitment of Technovation Consultant to facilitate the program, seek sponsors from private companies, and collaborate with the Ministry of Education, Youth and Sport to roll out the program to public schools. Through these efforts, DI secured a total of \$4,000 sponsor in cash from DMI and Smart Axiata, and expects an additional \$3,000 from other potential private companies still under negotiation. DI expects to hire the consultant in the next quarter.
- **Communications Strategy to Empower Women and Girls.** Development Innovations' Communications Strategy also tries to empower and engage more Cambodian women and girls in tech. In this quarter, DI developed five stories to highlight women or girls in tech and to share news and role models from Cambodia and around the world to inspire girls to join the technology sector. These stories include:
 - [Tech @ My Desk: Our Video Advisor's Daily Tools](#) is DI's first video blog by Ms. Sotheavy, DI's Video Advisor, which aim to encourage young Cambodians, especially women, to participate more in tech or videography.
 - [First Cambodian Technovation Mentor Goes to Global Pitch in Silicon Valley](#) is a blog by Mr. Lydet, DI's Learning Officer and [Technovations Cambodia](#)'s Master Educator, which aim to encourage Cambodia girl to participate more in [Technovations Global Challenge](#), the all-girl tech entrepreneurship program.
 - [Cambodian Women In Tech Post](#) is an article about a Cambodian woman who got a scholarship to pursue her Master Degree in Computer Science in Japan. This story aims to encourage more women to study STEM subjects.

- Promote the work from [WAKE](#) about Tech2Empower workshop which aims to help amplify the work of anti-trafficking organizations and women's rights leaders in Cambodia through technology.
- Promote the [Women Talks: Women Empowerment](#) events, and other activities from [WeCreate Cambodia](#).

3.0 HIGHLIGHTS FOR NEXT QUARTERS' ACTIVITIES AND CHALLENGES

3.1 ACTIVITIES PLANNED FOR NEXT QUARTER

The following outlines the expected activities for the next quarter. These activities may change slightly based on internal priorities and lessons learned about what is most in demand and what is yielding the best results.

Advisory/Tech Coaching and Training

- Continue to provide advisory services (ICT4D, Video and Social Media consultations) to CSOs and other clients
- Conduct fee based video production training courses to contribute to the sustainability of the service after CCC takes over
- Pilot a three-day Basic Social Media Training to get feedback and refine content and training materials
- Conduct two Basic Social Media training sessions in November and December 2016 with partner CSOs and continue adjust the content based on CSOs' need

Grants

- Finalize grant proposals and concepts and send them to USAID for approval
- Pitch key activities to private sector for co-sponsorship
- Conduct kick-off meeting with all new grantees and monitor their project implementation and provide technical advice

Sustainability Partners: IHPP and CCC

- Continue monitoring the implementation of the IHPP Incubator Project
- IHPP will conduct six training and mentoring sessions with all the incubator participants to help them refine their business ideas
- Start implementing and monitoring the partnership project with CCC
- Work with CCC to undertake the ICT Donor Mapping research

Technovation and Partnerships

- Continue working with Open Institute to conduct research on Mobile Phone and Internet Usage 2016
- Launch Technovation Program 2017
- Continue looking for sponsor from private sector company for the Technovation Program
- Continue developing success stories, snapshot, blog and newsletters to promote project success as well as tech community event

3.2 CHALLENGES

- DI received a large number of applications for the Grants and Partnerships call. DI designed a call to respond to the mid-term evaluation's recommendations not to focus on single sectors, but keep activities open to help catalyze innovation across all sectors interested in working with the project. Many private sector companies did not properly define how the activity would address user needs, or how it would have a development impact, only defining how it would help their business. Some partnerships between private sector actors and CSOs pushed mobile applications, one of the most costly tech interventions, instead of user testing and the first phase of activity that would be more appropriate to take steps to address the problem identified. Overall, there is still a strong tendency to solve problems with apps, rather than consider alternate technologies that are cheaper, easier to build and maintain, easier to market, and more sustainable in the Cambodian market. DI will work to address this on the next grants call.
- IHPP and DI underestimated the demand for the incubator program, which received 48 applications, and the impact it would have on the selection process. The selection process included a panel interview for the top 20 teams, which took a lot of time and resources to conduct. When IHPP conducts this program in the future, simplifying the selection grading/process is recommended.
- Finding the most appropriate candidate to facilitate the Technovation Program has been challenging as some of the most qualified candidates work full time for other tech companies or projects and cannot work with our program.

4.0 YEAR THREE PROJECT ACTIVITIES

4.1 SUMMARY OF PROJECT ACTIVITIES

Key activities of the project are described below under the Objectives and Results to which they relate in the project work plan.

4.1.1 Objective 1. Development Innovations PARTNER FOR SOLUTIONS —

Innovation and ICT solutions facilitated through collaboration between CSOs, techies and private sector.

Result 1.1 Lab established with input from Advisory Board that addresses CSO and TSP needs through direct service provision and collaboration

1.1.a. Hold regular meetings of the Advisory Board

No formal meeting was held during this year due to changing needs of the Advisory Board. However, in Q1 DI's COP held individual meetings with half of the members of the Advisory Board and received feedback on the extension concept, and in Q2 she also sent a formal update to Board of Advisors with link to mid-term evaluation and information on the proposed project extension. DI re-evaluated the need for the formal board meetings for the extension period and decided to practice more informal processes during the extension period to support the new Lab and partners.

1.1.b. Conduct an annual survey of 5D Lab members and ICT4D Community

DI decided not to conduct a general survey on the 5D Lab members after the close down of the 5D Lab, but rather continues to focus on in-house rapid learning feedback about clients, as well as desk review studies on the various ICT4D topics deemed necessary. During this year, DI conducted analysis of existing data related to consultation/advisory services with previous clients to gain new insight for refining key service offerings based on their demand and to reflect the reality on the ground among the ICT4D community.

1.1.c. Strengthen and increase connection between CSOs and other labs

DI officially closed out its 5D lab in June 2016, and it has been currently renovated as a Development Innovations Lab, a center of ICT4D, social media and video advisory, user testing and training services specially targeting CSO clients. Before officially closed out of 5D lab, as part of the transition, DI promoted existing co-working spaces in Phnom Penh and has arranged special reduced rates with the Emerald Hub for DI's 5D Lab members. Several numbers of start-ups that were originally based at DI's 5D lab have moved to other private co-working spaces as they've grown. For example, Fairyland Studio, which is a video consulting and production start-up, who utilized the free facilities offered by DI's 5D Lab, had relocated to SmallWorld for a paid private workspace as their company has grown. Although there is competition between the existing labs and co-working spaces for resources, they also collaborate and share information freely and refer visitors to one another for services.

Result 1.2 Bring communities together to collaborate to address specific social challenges through technology.

1.2.a. Hold Hackathons and other ICT Solution challenges

During Y3, DI co-organized and sponsored three events as part of ICT solution challenges to encourage and build skills for beneficiaries interested in designing ICT solutions and getting involved in building their own technologies and to engage them with business idea by using technologies. Each event resulted with three to four tech prototypes; aiming to address some particular problems in their communities:

Table 1: Summary of Tech Idea Prototyped

Event Title	Tech Idea Prototyped
Innovation Camps (iCamp): A day-long event for civil society actors with an understanding of social challenges, and the desire to design and prototype digital solutions.	<ol style="list-style-type: none"> 1) IVR tool to increasing rural people's access to solar energy 2) IVR tool to transmit messages to improve maternal and baby health 3) Website for enhancing collaboration within CSOs in the education sector 4) Mobile App to share information about sexual and reproductive health
Hackathons: An event where computer programmers and others involved in software development and hardware development, including graphic designers, interface designers and project managers, collaborate intensively on software projects. Three teams won the total award of \$600 in cash prizes from Cellcard on their prototyped ideas.	<ol style="list-style-type: none"> 1) 1st prize winner's idea was Pong Kas¹. An application that helps minimize the time it takes for troubled cyclists and driver to locate nearby mechanics and repair shops. 2) 2nd prize winner's idea was Last Mile. A 3D virtual modeling system that helps NGOs create 3D models of donor funded infrastructure projects. This visualized donation system would allow NGOs to share 3D models of schools, buildings, furniture and other product to give donors a clearer picture of how their funds are helping the organization's mission. 3) 3rd prize winner's idea was LibrarianNav. A website that allows students to locate the books in their school libraries faster and more easily. This website would give students access to library information that was previously too complicated to find or unavailable.
Startup Weekend: A three day competition which links people with good ICT ideas to businesspeople, mentors and technologists to refine their idea and tech prototype and pitch to judges. Three business startup ideas among ten joining in the final competition won the top prizes:	<ol style="list-style-type: none"> 1) 1st prize winner's idea was Doctor Advisor. Doctor Advisor is an app/web-based platform to help patients connect with the right specialists and doctors in Cambodia, and included a team member from the NGO Khmer Youth Association (KYA), sponsored by Development Innovations. 2) 2nd prize winner's idea was Tuk-it Easy. Tuk-It Easy is an app that allows user to find reliable tuk-tuks or taxis near the user and match them with a suggested price, eliminating the need to haggle with the drivers. 3) 3rd prize winner's idea was Price Rice Market. This is a mobile app that will allow farmers to know the current rice market price along with providing their own information and their rice products and sales prices.

In addition to the above ICT solution challenge events, DI also coordinated and supported The Hour of Code, a global computer science movement to learn basic coding skills and promote IT education. DI and hundreds of students from 23 different schools across Phnom Penh participated and took an easy one hour course to build their own game with the building blocks of code. Participants included IT Academy STEP, Canadian International School, iCAN International School, Liger Learning Centre, AHHA Educational Centre (former SOLS 24/7), American Intercon School, World International

¹ Pong Kas is the Khmer reversed words of "Pas Kong", which means repair the flat tire.

School and First International Cambodian American School and it is expected to continue in future years.

1.2.b. Facilitate referral service for ICT4D activities

DI continues to provide referral service for ICT4D activities to CSOs and other clients during the ICT4D consultation meetings. In addition to those referrals, CSOs are regularly referred to the CamboSearch.com online directory, where they can see various technology and service providers listed, and can access simple information about their portfolio and number of employees to facilitate the matchmaking. As of the reporting date, 86 TSPs and 4 freelancers are listed on the platform for CSOs and other clients to enter into potential partnerships. This platform reported a total of 2,336 views and reported average monthly views between 150 and 200.

1.2.c. Develop a broad based consortium to promote conservation and improved governance.

In Y3, DI funded the ***Cambodian Natural Heritage Awareness Initiative*** through the promotion and use of the Facebook page, “Lokta PreyLang”, meaning grandfather PreyLang in Khmer, to raise awareness among Cambodian urban youth about the beauty and importance of Prey Lang. By this reporting date, the page had over 10,500 followers. On the page, there was a video post reaching over 300,000 people and almost 20% of posts reported more than 500 reactions. This illustrates the high level of engagement and interaction among audiences with the page. This campaign has also undertaken a radio program broadcast with SMS quiz, PSA broadcast, posters and t-shirt distribution to youth participants who attended the launch event. [The outcomes from this project were included in Q3 report].

Another project was funded by DI called “***Promoting Dialogue through Online Radio***”, a bottom-up news collection and podcast broadcasting project, which provided the means to connect people in the community of PreyLang to raise and share their problems and concerns about the issues in their communities. The project organized seven social media trainings in five different communes in the provinces where PreyLang located and attracted over 450 participants. In addition, the mobile online radio aspect of this project brought together people’s voices and broadcast through online radio. This provided an opportunity for community members, especially women, to come on air to share concerns on community development issues.

Result 1.3 Development Innovations supports design and implementation of ICT solutions.

1.3.a. Development Innovations conducts consultations to help potential grantees design appropriate ICT solutions and identify required partners.

In Y3, DI conducted a total of 104 consultation sessions for CSOs, private companies and individuals, with a majority of CSO clients. 78% of the consultations focused on ICT4D tools/projects, and while rest focused on video. DI added a social media advisory service in the last quarter, and had provided one consultation sessions to a CSO client as the advisory tests the service. Some examples of these tech consultations were:

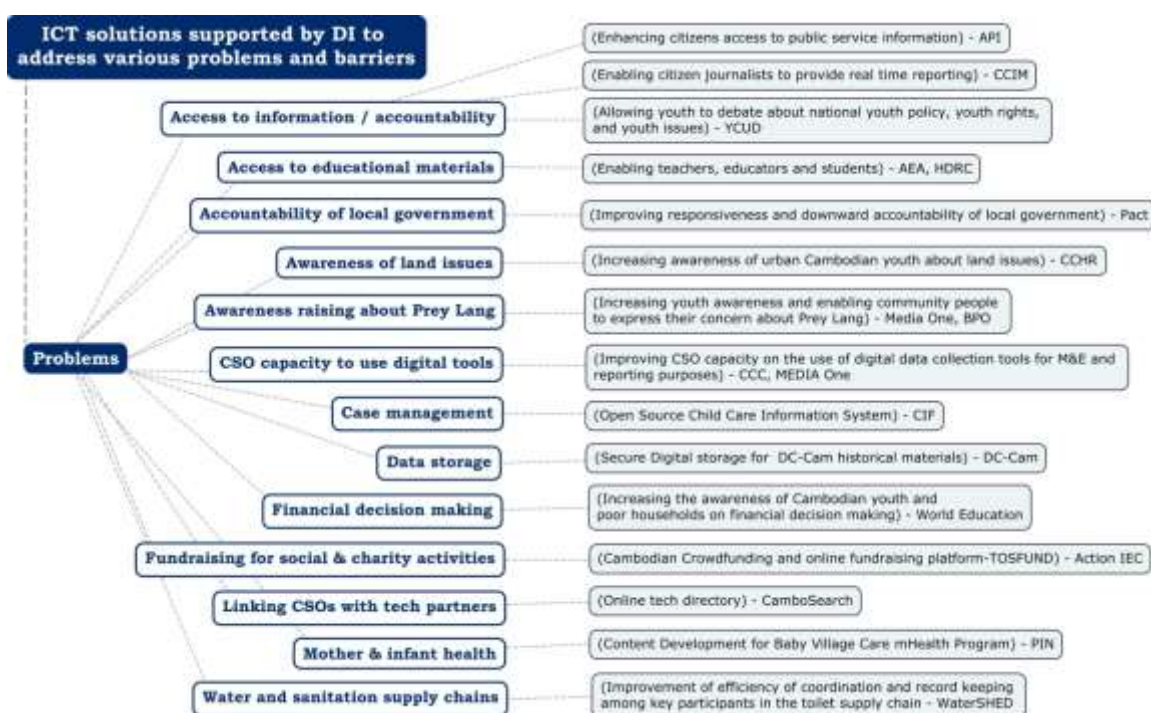
- Online bus booking website

- Data management and storage
- ICT business startups and incubators in Cambodia
- Innovation in agriculture
- ICT in Agriculture – Scoping for the Cambodian context
- Tech2Empower Training for gender equality and safe migration NGOs in Cambodia
- Swedish SPIDER - Exploring ICT collaboration with Cambodian partners

1.3.b. Award and monitor grants for proposed ICT-enabled solutions

DI, through its partners, successfully implemented and closed out all the 23 ICT projects which reached an estimated half a million beneficiaries. The tools with the most direct beneficiaries were the Khmer Smart Keyboard mobile application, the Technology for Education Systems Transformation (TEST) literacy assessment application, Commune Service IVR and mobile application, TosFund Crowdfunding platform, and Facebook pages and campaigns for Financial Education and Empowerment and Facebook Page for Awareness Raising on Prey Lang. Grant information is available on the DI website in the project “dashboard”, listing key details about all projects: [Click here to see the dashboard](#). See map below with list of problems being addressed with ICT and the solutions developed and deployed through grants.

Figure 4: Highlights of DI's ICT Projects



In the last quarter of the Y3, DI launched another phase of grant call and received 80 proposals from CSOs, private companies and social enterprises. All proposals have been reviewed by grant committees and 10 of them were shortlisted for further actions. See detail in Q4 report section [1.1.4].

1.3.c. Build capacity on advising and conducting ICT4D consultations.

The advisory services team is expanding as the project emphasizes ICT coaching services and training during the extension period. The former Lab Manager, Vantharith Oum, has transitioned to an ICT4D Advisor after the lab closure. In addition to the general ICT4D Advisor, based on high demand from CSOs, DI included video and social media advisory services in this component by hiring two technical experts, one full time video advisor and one social media advisor. After initial on-the-job training through co-managing consultations with the Innovation Program Manager, the Advisors can now independently conduct consultations on their own.

During Y3, the advisors had provided a total of 104 consultation sessions for over 50 clients including CSOs, private companies and individuals. In addition, the video advisor provided 12 basic video trainings and one intermediate training course for total of 93 participants (28% are women). 50 short videos were produced and disseminated on social media and each attracted wide audience engagement and views.

Result 1.4 Private sector partnerships will be established to support Development Innovations engagement, infrastructure, sustainability and regional and global linkages.

1.4.a. Establish and manage key private sector partnerships

DI continued to facilitate partnerships between the private sector and Cambodian CSOs to accomplish mutual objectives.

- The partnership with DC-CAM and EZECOM has produced fruitful results and the “Secured Heritage” project was successfully launched on November 13, 2015 with more than 60 participants and extensive press coverage. The system maintains 177,108 photos & videos and 144,649 audio and written documents. DC-CAM is looking at ways to use the data and improve digital access to certain files in the future.
- The partnership with Action IEC and CellCard made significant outcomes on TOSFund project, Cambodia's first crowdfunding platform. The project successfully launched its beta website with approximately 100 attendees including campaigners, early supporters as well as TOSFund's partners. To date, the platform has hosted 20 fundraising campaigns (13 campaigns are still active), engaged 800 donors and attracted more than \$13,400 of donations. TOSFUND was also awarded for the 3rd prize at the Ministry of Posts and Telecommunications/NIPTICT Cambodia ICT award 2016, which will help promote the platform and connect them to new audiences.

In addition, DI leveraged private sector sponsorship funding on its activities including BarCamp Ratanakiri, BarCamp Battambang and Technovation. DI also supports the growing tech sector through programmatic and operational activities, usually as subcontractors or partners on grants. The majority of DI's grants include a local service provider to help the grantee design, test, and build technology. Through our support from the grant fund, connecting the private-sector to business opportunities at Barcamps, and

working directly with private companies to build technology for our partners, DI has been able to inject \$400,000 in funds to help the private sector grow.

Recently, DI also partnered with EZECOM for monthly internet package support on DI's Lab and with DMI and Smart Axiata for sponsor on Technovation 2017 Program. See detail in Q4 report section [1.2.1].

4.1.2 Objective 2. Development Innovations TECH —

Tech and service providers have increased connections to Cambodian CSOs and capacity to address their needs.

Result 2.1 Technology and service providers have increased understanding of civil society objectives and challenges, and know how to engage with CSOs.

2.1.a. ICT4D events held to highlight ICT-enabled development projects and opportunities for TSPs

In Y3, DI hosted five ICT4D and Innovations in Action events to introduce and share among the CSO and tech communities, and introduce innovative tools or ICT-enabled development projects that have improved beneficiaries' lives. Networking also helps CSOs connect to tech service providers that have built tools for and with Cambodians, and help humanize and demystify some of the tech tools. Details of these events are as follows:

Table 2: Summary of ICT4D Events hosted by/at Development Innovations

Event Title	Event Summary
<i>Introduction to the Online Tech Directory "cambosearch.com"</i>	<i>The CamboSearch introductory event was attended by 38 participants from 19 CSOs and 10 TSPs. This event provided an opportunity for participants to understand the advantage of this online platform for promoting their products and services to the public; and also for CSOs who wish to find technology partners to help them implement their ICT projects</i>
<i>Innovation in Health: Using Tablet for HIV Risk Screening</i>	<i>This event was facilitated by the HIV Flagship Project, and was attended by 38 participants from 19 CSOs and 10 TSPs. They learned about the tablet-based risk screening tool, which is specifically used to identify risks for key populations through a simple screening process, enable tailored messages based on screening results, and identify individuals who need referral services and connect them to those resources.</i>
<i>Using Mobile Technology to Increase Agricultural Production</i>	<i>This event was facilitated by e-PADEE (electronic-Project for Agricultural Development and Economic Empowerment), which aims to bring mobile technology closer to farmers and is part of the national strategy to increase rice production and improve the livelihoods of one hundred million households through smallholder farmers. Through an electronic system, farmers are able to access</i>

	<i>extension services and receive accurate technical advice on seeds, fertilizer, and pest and disease management. This event was attended by 13 participants from 8 CSOs working primarily in agriculture sector.</i>
<i>Community Training on Basic Use of Computer</i>	<i>This community training event was organized by Sahakum Teang Tnaut for 16 community activists about using computer, internet, social media tools and land right to strengthen community activists' knowledge and promote human rights and land issues in Cambodia. It was specifically aimed to enable these participants to understand basic code and help them start using computer basic for transcribing their community documents, and to help them learn more about Khmer Unicode and begin using Khmer letters in computing/reporting.</i>
<i>Tech2Empower</i>	<i>Tech2Empower is an initiative of U.S.-based NGO WAKE International in collaboration with Cambodian civil society partners. They organized a two-day workshop which mobilized a delegation of women from leading technology companies in the U.S., and focused on bringing training, tech and communication tools, expertise and technical support to NGOs working on the issues of human trafficking and gender equality. The goal of this initiative is to support and build upon the great work of Cambodian leaders, learn from them what they need and provide them with new and/or enhanced tech and communication tools so that they can further amplify the work they are leading. This event was attended by 26 participants from 16 different CSOs working on human rights and anti-human trafficking fields.</i>

2.1.b. Support networking events

During Y3, DI strived to promote partnerships between CSOs, TSPs and other actors through networking events, and specifically to promote the work of other actors in the innovation space who would continue to serve this community after DI ends. Along with informal networking sessions conducted after organized events and talks, Development Innovations is working with co-working spaces and existing innovation labs to support existing event series, and promote connections and information sharing across the community.

In addition, DI promoted some community events to encourage potential participants, especially youth, social entrepreneurs, tech experts and tech enthusiasts to connect to those events and to build networks. These events include: Introduction session to TOSFUND; Start Up Weekend Phnom Penh Women; Inside Tech 2016 workshop; Urban Planning in Phnom Penh: Is the Future Bright?; and Cellcard Change Maker: Become a Leader for Positive Change.

Moreover, the tech events hosted at DI also allowed participants to interact and expand their network, as well as connect to DI's services. An example of such event is the Fintech Social Phnom Penh; the event that introduced Startupbootcamp FinTech, a Singapore-based group and funding mechanism for private companies and finance institutions in Cambodia. This event was hosted at DI in January 2016, where 70 participants, including members of startups, finance experts, and FinTech enthusiasts, learned about the importance of digital financial services in Cambodia. The panel was followed by a networking session with partners, members of the finance community and startups.

Result 2.2 TSP service offerings are available to a wide range of audiences.

2.2.a. Develop a directory of Cambodian TSPs and services.

In mid-2015, DI identified the need for an easy-to-use directory of tech services to help connect Cambodian CSOs to the providers that fit their needs. The online directory of TSPs, CamboSearch.com, was developed and launched in Q1. Since then, especially during the ICT4D advisory session with CSO clients, DI has continued to reference this platform to help connect grantees and advisory partner to any tech or content development partners to implement their ICT projects. As of the reporting date, 86 TSPs and 4 freelancers are listed on the platform for CSOs and other clients to enter into potential partnerships.

Result 2.3. Youth receive training and practical job experience in ICT4D

2.3.a. Train young CSO staff in conducting ICT4D advisory services.

As DI focused on providing key consultations to CSOs and other target groups, no training activities were provided to CSO staff in conducting ICT4D advisory services. This activity is no longer a priority based on higher demand for consultation service from specialists and experts rather than from those with basic consultation skills. DI has hired and trained additional ICT4D Specialists to provide demand-based services, and transition out of training youth on basic consultation skills.

However, DI continued to implement activities targeting youth to provide them with opportunities to learn and engage in practical job experience in the ICT4D sector. For instance, DI provided youths with opportunities to voluntarily assist and provide support in organizing BarCamps, Inno-Tech Festival and other community tech events, which were co-organized and sponsored by DI. More than 100 young people have engaged on such events so far.

2.3.b. Finalize and pilot Grade 12 ICT Curriculum for the Ministry of Education

DI worked with the Ministry of Education, Youth and Sports (MoEYS) and the Open Institute to develop an ICT curriculum for Grade 12 students starting in early 2015. The curriculum, including a textbook, teacher guide and other training materials were successfully developed and field tested at two upper secondary schools with 24 students since Q1, and it has been handed to the MoEYS for further action. DI conducted follow up interviews with some students who attended the piloting session and found that they

have been receptive to the new curriculum and are excited to understand how they can shape their future careers.

DI CLIENT FEEDBACK:

“First I thought that ICT is not important, and hard to learn, but I found that it is not hard to learn after I went through this book. I love ICT after learning this book,” remarked Kol Kunthea, a female grade 12 student from ROTA High School in Kandal Province.

4.1.3 Objective 3. Development Innovations **LEARN** —

CSOs have an expanded understanding of what’s possible with ICT and have the capacity, partners, tools, and incentives to implement.

Result 3.1 CSOs and TSPs have increased capacity (knowledge, skills and access to technology) to design and implement effective ICT Solutions that support development objectives

3.1.a. Provide/Coordinate trainings that support CSO needs and best practices for ICT4D

In Y3, DI coordinated and organized several trainings targeting CSO members to help them learn and use technology to support and facilitate their work, use their social media platform more strategically, as well as to help them advocate, express themselves and better communicate with their target beneficiaries.

Table 3: Summary of Training Organized by Development Innovations

Training Title	Training Summary
<i>M&E and Digital Data Collection Training</i>	<i>This training was attended by 20 participants from 11 different CSOs. It aimed to increase participants’ understanding of key M&E terms and other important digital tools that might fit with their organizations’ needs. Magpi, a mobile application for data collection, was introduced and tested among participants and other digital data collection applications were also highlighted usable and unusable features among others, so that participants can compare and identify the one that most fits their organization’s needs.</i>
<i>Social Media for Strategic Communications Training</i>	<i>Three training sessions were conducted for a total of 70 participants from 50 different NGOs. It aimed to build participants’ capacity on designing and implementing strategic social media plans. The training covered how to use popular social media platforms such as Facebook, YouTube, Google more technically and strategically, and provided practical examples of digital storytelling and managing digital security and privacy concerns. A follow up survey conducted three months after the training with 16 participants revealed that 14 of them (75%) had developed social media and strategic communications strategies for</i>

	<i>their organizations, and among them 11 respondents reported improved results on their social media after they followed the strategy. The most common results were getting more followers on their page and getting more likes, shares and engagements on their post.</i>
<i>Video Training</i>	<i>Basic Video Training is one of the most in-demand services for Cambodia's CSO community. The number of applications keeps increasing per open call. After its first public announcement, DI received 394 applications, far exceeding the demand from any of its previous announcements. During the whole year, DI organized 13 basic video training sessions for a total of 76 participants from different CSOs, government ministries and other groups. Trainees learned how define their target audiences, identify their needs and design video content to address those needs. They also learned how to write script, use cameras and different video formats, and craft their story in video editing software. 36 two-minute videos were produced during the training and were posted on social media platforms, which attracted hundreds of views and likes from audiences. In addition, as requested by many of the previous trainees as well as CSO staff members, DI piloted an intermediate course for eight trainees who previously attended the basic video training course to provide them more advanced knowledge and skill in this field.</i>
<i>Hardware for Civil Society Workshop</i>	<i>The Hardware for Civil Society Workshop was facilitated by the Director of DAI's Maker Lab Mr. Rob Ryan-Silva. The training was attended by 12 participants from 8 different CSOs. They learned about the "maker approach" and its potential use in CSO community. They were exposed to popular maker tools including the Arduino micro-controller platform and Adafruit FONA GSM mobile phone module, and how these tools can be used to collect data from a variety of sensors and to output that data via email or SMS. Immediately following the training, one NGO participant approached DAI and the Maker Lab with a proposal to create a custom flood sensor to enhance their existing flood warning system, and DI, the DAI Maker Lab and People In Need are currently working on this prototype.</i>
<i>Five CSO Website Training and Redesign</i>	<i>DI also contracted TSP Brain Communications to train and support five CSOs on website content development and redesign their organization websites. After being trained by the vendor Brains Communication on the content and digital strategies, the senior management teams from the 5 CSOs including Cambodian Center for Human Rights (CCHR), Transparency International (TI), WaterSHED, The Arbitration Council (ACF), and VBNK engaged actively in designing and creating the contents for their respective websites. To date, all the 5 CSOs' websites have gone live. From this project, DI learned that developing and maintaining a website is more work than it looks! NGO teams also commented that building a team who is in charge of content</i>

	<p>development is needed, and any website must be considered as one element of a larger global communication strategy. In addition, website content is not just about a one-time post and doing nothing; it requires regular update and engagement from senior management for review, endorsement and approval. Therefore, CSOs who wish to re-design and improve their website should be aware of these and make these things as their priorities.</p> <p>Followings are the links for the 5 CSO redesigned websites:</p> <ul style="list-style-type: none"> ○ VBNK (http://www.vbnk.org/) ○ TI (http://www.ticambodia.org/) ○ WaterSHED (http://www.watershedasia.org/) ○ CCHR (http://www.sithi.org/) ○ ACF (http://www.arbitrationcouncil.org/)
--	---

3.1.b. Provide training of trainers (TOT) to promote sustainability and wide dispersion of skills

As part of its sustainability plan, DI planned to refine its efforts to introduce a training of trainers (TOT) element to its programming. USAID's and DI's partner for digital security work, the USAID ISC Project, continued to offer both high level digital security training to NGOs as well as TOT sessions at our space. During this year, DI hosted the ISC project to organize two Digital Security Trainings for a total of 22 participants from 7 different CSOs to learn about digital security issues such as basic computer security, cybercafé security, secure social media usage, voice encryption technology, and backup and restore rules, advanced email encryption: Intro to PGP, backups (Windows, Mac, Google Drive + BoxCryptor), and open option from participant (Examples: Tor browser/VPN, IT policies, Tails OS, Advanced Chat Encryption, Martus for secure documentation, how to translate apps into Khmer).

3.1.c. Provide access to technology required to support ICT4D

DI continues to provide access to audio visual equipment and video editing software in the Media Lab and online courses through the general 5D Lab. The technology lending service allowed Lab members, CSOs and trainees to sign out multimedia equipment. In Y3, DI lent cameras and equipment to 33 people including CSO staff members, video trainees and some individuals for making video, film and documentaries, and to support the work of their ICT projects.

3.1.d. Support targeted ICT research on usage of technologies

DI, in cooperation with The Asia Foundation, supported Open Institute's research on "Mobile Phones and Internet 2015" in Q1 2016. The report has continued to be downloaded by public audiences, and by end of this quarter the number of downloads reached more than 3,000. Based on the grant proposal applications submitted to DI in the last quarter, either from CSO or private sector applicants, most of the proposals cited the findings from this research report. The interest and number of citations of the report across many technical sectors indicates a high demand for data on smartphone

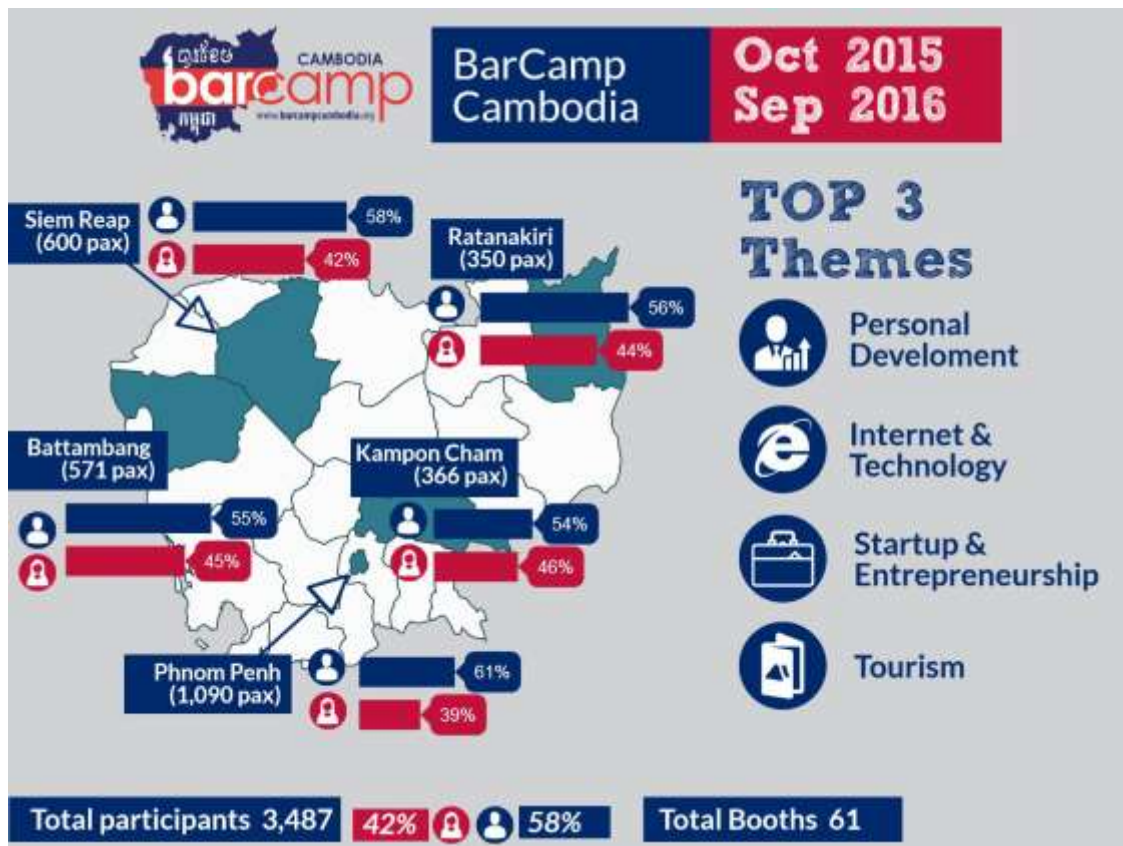
penetration and mobile phone usage, as well as social media trends and analysis. At the end of the reporting period, DI is working with Open Institute on the next series research for 2016 Mobile Phone and Internet Usage.

3.2 CSOs, TSPs and ICT4D experts are delivering knowledge and skills to Cambodian community

3.2.a. Hold BarCamps.

BarCamps promote an exchange of knowledge, skills and experiences, as well as encourage and guide new techies into the tech world. These events bring together a mix of IT professionals, tech-inclined business leaders, innovators, entrepreneurs, creative thinkers, educators and students. In Year 3, DI continued supporting five BarCamp events, which attracted a total of more than 3,000 participants, mostly students from high schools and universities. These were the final BarCamps run by DI staff in coordination with the BarCamp community team and volunteers, and were run entirely with operational funds from the private sector. As of mid-2016, BarCamps are completely self-sustaining with private sector support, and DI continues to connect people to BarCamp events and promote their work. See further discussion on sustainability in CT 2.

Figure 5: Key figures of BarCamps



In addition to BarCamps, DI co-organized the 1st Inno-Tech Festival Cambodia in March 2016, which convened attendees from various organizations, including government institutions, civil society organizations, private companies and schools and universities, to meet with technical experts, listen to keynote speeches from the distinguished guests, and learn about new developments in technology and the impacts of tech-related businesses and projects across Cambodia. Attendees visited open workshops, explored technology services and products at exhibition booths, networked at the connection cafe and participated in the hackathon competition called the 'Inno-Tech-A-Thon'. The event attracted an estimated 3,000 attendees.

4.1.4 Cross Cutting Themes

Cross Cutting Theme 1: Gender

CT1.1 Project activities are gender balanced to the extent possible.

CT1.1.a. Recruit women for Development Innovations trainings and activities.

In Y3, DI initiated a new phase of Technovation Global Challenge Cambodia 2016 to inspire and educate girls and women to solve real-world problems with technology. After participants joined the three month hands-on training on weekends, DI hosted **Technovation Cambodia's National Pitch Event**, where 14 teams of girls ages 10 to 19 pitched their mobile app ideas and business plans to a panel of judges. More than 500 participants watched the pitch and cheered on the teams, including representatives from the US Embassy, Ministry of Education, private sector, NGOs, parents and fellow students. Based on the scoring from the judges, four teams advanced to the semi-final round, competing with just 80 teams from around the world for the Global Technovation Challenge in San Francisco, California.

All the semi-finalist teams impressed the judges, and the many community members and stakeholders invested in tech education across Cambodia. On 25th May 2016, the four Cambodian Technovation semi-finalist teams pitched their mobile apps and business plans to 40 participants including USAID mission director Rebecca Black, USAID staff members, school representatives, mentors and parents. In June 2016, all the semi-finalists teams were also invited to present their apps to the Minister at the MoEYS. Their pitches impressed the Minister, and he agreed to sign a letter to promote the activity and expand it to public schools in 2017.

DI CLIENT FEEDBACK:

Heng Bunnawin, a 15-year old girl and a ninth grade student at the CIA First International School, said the event was a great way to help correct the gender imbalance that exists in technology studies. "It is a free event that encourages females to get involved with information technology while also promoting gender equality," she said. "I feel that I've learned a lot from the competition." Ms. Bunnawin also said the competition not only provided her with a chance to learn how to create an app, but also taught her about the need to be flexible when presenting a business plan. Though her group didn't win an award, she said she will join the competition again next year and try to make her application work.

As a result of the successful program in 2016, and growing demand for these practical activities for girls, DI will work to raise funds and expand Technovation Global Challenge Cambodia 2017 to inspire, educate and provide opportunities to more girls to engage in technology in the future.

CT1.2 Women and girls in tech are highlighted, celebrated and encouraged

Part of DI's focus on supporting women's engagement in the tech sector is to promote and support women-led tech activities in Cambodia. In the run-up to International Women's Day, DI reflected on the work they have done to help bridge the digital divide. DI's Chief of Party Kate Heuisler wrote a blog piece for [DAI's ICT4D Blog](#). By the end of March, over 200 people had viewed the page and USAID featured the blog in their [Global Development Lab e-newsletter](#). DI continues to look at opportunities to tell our story to a wider audience through new mediums.

In addition to Ms. Sikieng Sok, who was the main facilitator and ambassador for the Technovation Cambodia and a consultant for DI, DI recruited additional five women mentors for the Technovation teams. By end of the event, all mentors were well acknowledged from DI and they were also award a letter of appreciation for their effort and willingness to mentor and share knowledge to those girls. They all were the catalysts making this tech program a success, and would continue to serve as mentors and role models in the sector for similar events.

CT1.2.a. Support female empowerment and engagement in tech initiatives. [Same as CT1.1 and CT1.2]

Cross Cutting Theme 2: Sustainability

Technovation: The Cambodian Technovation Ambassador, hired by DI as a consultant, leveraged enough sponsors from private sector companies to run the event next year, and many high schools also signed letters of commitment to join this program in future years. In addition, this program is strongly supported by the MoEYS and the Minister agreed to sign a letter of support to encourage other public high schools to engage with this tech program. DI will support the expansion of Technovation for one more year through consulting support to help grow the program, secure private sector funding, and bolster it for sustainability after the project ends.

BarCamp: This community tech event has gained popularity among tech companies, youths and universities, and is now viewed by many Cambodians as one of the key tech events in the country. Many youth committed to support this event voluntarily and tech experts are also willing to share their knowledge and expertise based on BarCamp's proven reputation and network. In addition, some private companies promised funds to support this event in the future, and local community and universities also expressed their willingness to provide a place for organizing these tech events in the future. DI's support for two years helped boost BarCamp's reputation, allow them to get better outreach to new communities, improve marketing, and solidify their brand – especially in young Cambodian communities – for future support from the private sector. DI considers this a great success and looks forward to seeing how BarCamp continues to deliver these events and grow and change based on changing needs in the sector. Importantly, DI's co-sponsorship from 2014-2016 allowed BarCamp to hold sessions in far-reaching locations around the provinces that would not likely get private sector sponsorship at this

time, and other USAID and donor projects should consider this model for future events in the tech space, especially to support and add value to the existing community, rather than creating separate stand-alone activities that will not likely be sustained.

Inno-Tech Festival 2016: As an initiative of Development Innovations, in response to requests from co-working spaces and members of the innovation community across Phnom Penh, this tech festival was successfully organized in 2016 with participation from various stakeholder groups including government institutions, USAID, CSOs, the tech and co-working community, and many private companies and students from various universities. See Q2 Quarterly Report for more details. Next year, this event will likely be organized by NIPTICT, or subsumed into existing events like BarCamp and the Cambodia Science and Engineering Festival.

Grant Funding for ICT Solution Projects: Through our grants fund, Children In Families (CIF) and Rotati Consulting built a **Case Management Tool** that can be shared by multiple organizations working to protect children. CIF saw the need for a simple digital tool to manage their child care cases, and developed a system in close collaboration with TSP Rotati. Now they have released the tool as an open source project on [Github](#), which can be adapted by other organizations in the child protection and safe migration fields. Through several months of the design process, agile building of prototypes, carefully working out ideal workflows and finally releasing the software, CIF wants to share this resource to help others save time and provide more efficient services. This tool is currently being considered by the USAID Family Care First Initiative as a tech solution to be used by multiple partners, a strong indicator of its usefulness and replicability. In addition, the **TOSFund Crowd Funding Platform** also produced significant outcomes in Q3 and Q4 and is expected to be self-sustaining tool for funding raising campaigns within civil society and other community projects across Cambodia. As of reporting, the platform has 19 ongoing campaigns and among them, two campaigns (the 1000 days campaign and the Khmer spirit campaign) have been successful in raising the full targeted amount for each campaign. Action IEC reports a total of \$13,400 in donations from over 800 donors and they have more than 500 registered users. As part of the private sector partnership, Cellcard also helped boost key campaigns with SMS blast messages and social media promotion, helping get messages about the platform and campaigns to new audiences. On social media, the TosFund Facebook page attracted more than 10,000 followers and has reached over 1 million people. TOSFUND was also awarded for the 3rd prize at the Ministry of Posts and Telecommunications/NIPTICT Cambodia ICT award 2016, which will help promote the platform and connect them to new audiences.

Social Media Handbook: After launching the Social Media Handbook with CCC in Q2, DI used the book for many training such as World Vision's National Creative Youth Course Workshop "Community Reporter" and the USAID Cambodia Communications Training. After each training, there was increasing demand from the audience for more information and more training. Many were very interested in the Khmer version since they want to share it with civil society organizations within their network which prefer working in Khmer language. In response to the high demand, DI in cooperation with Cooperation Committee for Cambodia (CCC) has translated the handbook. This Social

Media Handbook Khmer Version was launched in CCC's ICT Learning Forum in July 2016 in Phnom Penh.

Cross Cutting Theme 3: Strategic Communications

CT3.1. CSOs and TSPs are aware of 5D Lab and Development Innovations activities

CT3.1.a. Develop and implement a strategic communications plan

The DI team continues to improve communication services based on feedback and makes incremental changes to the plans and outputs. We believe we should model internally what we are encouraging externally in the civil society sector. Therefore, we work to analyze our own users and improve content based on their feedback. Over the year, DI developed and published snapshots, success stories, monthly newsletters and recently using blog format to highlight project success and activities, community tech event as well as role model person in tech sector to target audiences. These communication materials have been broadly disseminated on DI's website, Facebook Page, Twitter, Youtube and other news agencies. These attracted many more followers on DI's Facebook Page from 6,366 by end of Y2 to 14,000 in Y3; showing a 120% increase in the year. In addition, DI keeps refreshing and restructuring its website to make easier to access and find need information.

5.0 DEVELOPMENT INNOVATIONS MEP

5.1 UPDATED MEP FOLLOWING EXTENSION

At the time of the award of the two-year extension, DI revised its MEP based on the refined approaches for the last two extension years. For the extension years, DI will focus on two objectives:

- PARTNER FOR SOLUTION—Innovation facilitated through collaboration between CSOs, “techies,” and the private sector, and
- LEARN--CSOs have an expanded understanding of what is possible with ICT and have the capacity, tools, and incentives to implement.

The TECH objective will be less emphasized and cut across the other objectives, and DI will continue to engage and support the tech sector in Cambodia based on its demand for practical, project-based partnerships throughout Objectives 1 and 2. In order to be consistent with this refined approach, DI reduced its MEP indicators from eight to three. This proposed revision was approved by USAID when the cooperative agreement was modified in April 2016.

DI will keep these indicators from the original MEP:

1. *Number of beneficiaries using information and communications technology (ICT) - based solutions as a result of the engagement with U.S. Government assistance.*
2. *Number of ICT-based solutions designed and implemented as a result of CSO and technology service provider engagement, through a U.S. Government supported ICT project.*
3. *Number of CSOs working in Cambodia (whether a local CSO or an international CSO working through its local affiliate) that have engaged with a U.S. Government-supported ICT project to address an identified development problem through an ICT-based solution.*

DI dropped these indicators at the time of the MEP revision based on the refinement of project focus:

- *Percentage of CSO, TSP, individual participants that show improved skills after participating in Training Events.*
- *Percentage of CSOs that have engaged with USG supported ICT project that have implemented ICT-based solutions.*
- *Number of CSO receiving USG assistance engaged in advocacy interventions.*
- *Number of Technology and Service Providers (TSPs) that have actively participated in USG assisted activities.*
- *Percentage of youths that participate in USG assistance's youth-oriented activities that acquire new or improved knowledge from participating in program activities.*

5.2 REVISED MEP STRUCTURE

Goal:

Development Innovations' goal is to enable a vibrant and sustainable community of Cambodia's top talent to create and utilize technology to facilitate the development of Cambodia by expanding the outreach and improving the impact of development programs and by increasing the efficiency and effectiveness of the CSOs engaged in USG-assisted activities.

- *Number of beneficiaries using information and communications technology (ICT) - based solutions as a result of the engagement with U.S. Government assistance.*
 - *Target: Baseline (0), Y1 (0), Y2 (8,000), Y3 (47,693), Y4 (18,100), Y5 (20,000).*
 - *Counting: Uniquely*

Objective 1:

Innovation facilitated through collaboration between CSOs, techies and private sector.

- *Number of ICT-based solutions designed and implemented as a result of CSO and technology service provider engagement, through a U.S. Government supported ICT project.*
 - *Target: Baseline (0), Y1 (20), Y2 (30), Y3 (40), Y4 (80), Y5 (100).*
 - *Counting: Cumulatively*

Objective 2:

CSOs have an expanded understanding of what's possible with ICT and have the capacity, tools, and incentives to implement.

- *Number of CSOs working in Cambodia (whether a local CSO or an international CSO working through its local affiliate) that have engaged with a U.S. Government-supported ICT project to address an identified development problem through an ICT-based solution.*
 - *Target: Baseline(0), Y1 (10), Y2 (35) Y3 (75), Y4 (125), Y5 (160)*
 - *Counting: Cumulatively*

NT IN

5.3 SUMMARY OF Y3 RESULTS

Indicator Results

In summary, as of this reporting all three DI indicators have exceeded their life of project targets. The progress of each indicator against its target is as follows:

- The number of beneficiaries utilizing ICT solutions resulting from DI support, which includes ICT solutions produced by grantees and videos produced by trainees of the DI's Basic Video Training, is 166,304 from the beginning of the project as of the end of Y3, exceeding the life of project target of 93,793. 18,000 beneficiaries utilized ICT solutions in FY2016 Q4, and a total of 156,911 beneficiaries utilized them in Y3. (Indicator 1)
Reason for exceeding targets: DI facilitated more users and more ICT solutions that originally anticipated in the annual and life of project target-setting.
- While there were no new ICT-based solutions produced by grantees in Q4, through the Basic Video trainees, DI supported an additional 11 ICT solutions through videos in this quarter, making the total number of ICT solutions by Y3 and LoP to 88, which is already somewhat higher to the LOP target of 80. (Indicator 2)
Reason for exceeding targets: Videos produced (TOSFund fundraising campaign videos and videos produced from training courses) make up half of the total number of ICT solutions implemented.
- The number of CSOs engaging with DI in the design and implementation of ICT solutions that help solve Cambodia's development challenges increased by 13 during Q4. In particular, CSOs engaged with DI to receive consultations, submit a concept note, apply for a grant, and/or form a partnership. This brings the total number of CSOs engaged through the Catalyst Fund grant process to 117, which is 73% achieved compares to the LOP target of 160. (Indicator 3)

5.4 MEP PROGRESS DATA UPDATE: JULY 1ST – SEPTEMBER 30TH, 2016

**Indicator 1 data is recorded uniquely, while Indicators 2 and 3 are cumulative numbers. DI counts the last two indicators cumulatively new engagements during the reporting quarter are added to the previous quarters. They cannot be separated by quarter because many CSOs engage across multiple services and reporting periods, and our system counts them only once per service. For example, indicator 3, 13 new CSOs engaged with DI (based on the definition of engagement), but it does not mean that only 13 CSOs engaged during this period, but some previous engaged CSOs also continued to engage.

Indicator No	Performance Indicator FY2014	Unit of Measure	Disaggregated by	Data Source	FY2015		FY2016			LoP (include Y4+5)	
					Y2 Target	Actual	Y3 Target	Actual Q4	Actual Y3	Target	Actual
	Goal: Development Innovations’ goal is to enable a vibrant and sustainable community of Cambodia’s top talent to create and utilize technology to facilitate the development of Cambodia by expanding the outreach and improving the impact of development programs and by increasing the efficiency and effectiveness of the CSOs engaged in USG-assisted activities.										
1	Number of beneficiaries using information and communications technology (ICT) -based solutions as a result of the engagement with U.S. Government assistance.	#	Type of ICT-based Solution	CRM (TAMIS), Grantee files, Training Center documentation IRC/Lab records, Project Records, and Grantees’ report	8,000	3,193 <i>Type of ICT: 2395 TEST users, 798 video viewers</i>	47,693	18,000 <i>Type of ICT: Grantee ICT: 1,800 Video: 10,000</i>	156,911 <i>Type of ICT: Grantee ICT: 46,119 Video: 110,492</i>	93,793 (Note: Before, the LoP target was only 55,693 for three years, but now the project has been extended two more years, DI estimated more 38,100 beneficiaries will be reached, thus the LoP target for the whole five years is 93,793)	166,304 (If figures include users of DI-funded Khmer Smart Keyboard, the number would reach a total of 628,073)
	Objective 1: Innovation facilitated through collaboration between CSOs, techies and private sector.										
2	Number of ICT-based solutions designed and implemented as a result of CSO and technology service provider engagement, through a U.S.	#	Type of ICT solution.	Project Records, Training Center documentation, IRC/Lab documentation, grantee files, participant	30	14 <i>Type of ICT: - TEST: 1 - IVR:1 - Database:1 - Mobile App:1 - Video:10</i>	40	88 <i>Type of ICT: - IVR:3 - Mobile App: 7 - Web platform: 25</i>	88 <i>Type of ICT: - IVR:3 - Mobile App: 7 - Web platform: 25</i>	80 (Note: Before, the LoP target was only 40 ICT solutions for three years, but now the project has been	88 <i>Type of ICT: - IVR:3 - Mobile App: 7 - Web platform: 25</i>

Indicator No	Performance Indicator FY2014	Unit of Measure	Disaggregated by	Data Source	FY2015		FY2016		Actual Y3	LoP (include Y4+5)	
					Y2 Target	Actual	Y3 Target	Actual Q4		Target	Actual
	Government supported ICT project.			lists.				- Database: 2 - Data Visualization: 4 - Online radio: 1 - Social Media: 2 - OCR: 1 - Video: 43 *4 ICTs are scaled up, while the rests are new. (cumulative from beginning of project; actual figure from Q4 is 11 videos)	- Database: 2 - Data Visualization: 4 - Online radio: 1 - Social Media: 2 - OCR: 1 - Video: 43	extended two more years, DI estimated more 40 ICT solutions (including videos) will be developed and implemented, thus the LoP target for the whole five years is 80, cummulative counted from beginning)	- Database: 2 - Data Visualization: 4 - Online radio: 1 - Social Media: 2 - OCR: 1 - Video: 43 *4 ICTs are scaled up, while the rests are new developed.
	Objective 2: CSOs have an expanded understanding of what's possible with ICT and have the capacity, tools, and incentives to implement.										
3	Number of CSOs working in Cambodia (whether a local CSO or an international CSO working through its local affiliate) that have engaged	#	Type of CSO ² /Type of ICT-based solution	Project Reports, Lab and IRC documentation, Training Center Reports, Catalyst Grant Fund documents. Participant	35 <i>(Revised the counting method from number of CSOs per quarter to cumulatively from start of</i>	62 Type of CSO: a:6, b:17, c:14, d:3, e:8, f:2, g:3, h:3, i:6	75 <i>(Revised the counting method from number of CSOs per quarter to cumulatively from start of</i>	117 ³ Type of CSO: a:12, b:23, c:24, d:10, e:11, f:7, g:11, h:9, i:3, j:7	117 Type of CSO: a:12, b:23, c:24, d:10, e:11, f:7, g:11, h:9, i:3, j:7	160 (Note: Before, the LoP target was only 75 CSOs for three years, but now the project has been extended two more years,	117 Type of CSO: a:12, b:23, c:24, d:10, e:11, f:7, g:11, h:9, i:3, j:7

² Type of CSOs: a-Agriculture & Environment & Natural Resource, b-Democracy & Good Governance & Human Rights, c-Education, d-Gender & Youth & Others, e-Health, f-Migration & Trafficking, g- Economic Development & Livelihood & Labor and Employment), h-Children, i-Cultural Promotion/Preservation, j-Others

³ These organizations have engaged in Development Innovations through consultation with ICT advisory group, grant application and/or working with grantees on ICT projects.

Indicator No	Performance Indicator FY2014	Unit of Measure	Disaggregated by	Data Source	FY2015		FY2016		Actual Y3	LoP (include Y4+5)	
					Y2 Target	Actual	Y3 Target	Actual Q4		Target	Actual
	with a U.S. Government-supported ICT project to address an identified development problem through an ICT-based solution.			Lists	<i>the project.)</i>		<i>the project.)</i>	<i>(Note: 13 new CSOs engaged in Q4)</i>		DI estimated more 85 CSOs will engage with the project, thus the LoP target for the whole five years is 160, cumulatively counted from beginning)	